

## *Addendum 1*

### *Annual Plan for Fiscal Year 2004-05*

<i>Action Items</i>	<i>Fiscal Year Goal</i>	<i>Action Office/Lead Person</i>	<i>Status</i>
<b>Strategic Goal 1: Take a leadership role in providing veteran benefits</b>			
<b>1.1 Identify and meet the needs of the State's veterans</b>			
1.1.a Propose budget change to resource statewide survey of veterans.	2004-05	VSD Headquarters-Chief	
1.1.b Conduct statewide survey of veterans to identify specific needs and service shortfalls.	2005-06	VSD Headquarters-Chief	
1.1.c Propose policy and program changes to address identified needs and service shortfalls	2006-07	VSD Headquarters-Chief	
<b>1.2 Effectively reach all veteran populations.</b>			
1.2.a Propose budget change to resource outreach program including statewide coordinator and funding for local assistance efforts.	2004-05	VSD Headquarters-Chief	
1.2.b Identify ways to leverage state funding by using existing veterans networks to reach underserved veteran markets.	2004-05	VSD Headquarters-Chief	
1.2.c Research federal sources of funding to promote outreach specifically including minority veterans, homeless veterans, and active duty transition assistance programs.	2004-05	VSD Headquarters-Chief	
1.2.d Implement outreach programs to ensure veterans are aware of benefits for which they may be eligible.	2004-05 (partial)	Oakland District Office	

	2005-06		
1.2.e Identify specific homeless veteran needs.	2005-06	Headquarters-Outreach Coordinator	
1.2.f Obtain resources to initiate a homeless veteran program.	2005-06	Headquarters-Outreach Coordinator	
1.2.g Identify ways to leverage state funding by using existing homeless veteran networks and local agencies to address homeless veteran needs.	2005-06	Headquarters-Outreach Coordinator	
<b>1.3 Monitor performance based upon observable performance standards.</b>			
1.3.a Identify performance metrics.	2004-05	VSD Headquarters-Chief	
1.3.b Develop baseline data.	2004-05	VSD Headquarters-Staff Manager	
1.3.c Perform trend analysis.	2005-06	VSD Headquarters-Staff Manager	
<b>1.4 Maintain veteran claim representative expertise within headquarters staff.</b>			
1.4.a Develop workload standards to support veteran claims representative positions on the headquarters staff.	2005-06	District Office Managers	
1.4.b Propose policy and program changes to resource veteran claims representative positions on the headquarters staff.	2005-06	District Office Managers	

<b>Strategic Goal 2: <i>Provide high quality veteran claim representation.</i></b>			
<b>2.1 Match District Office staffing levels to claims workload in order to maximize claims representation at minimum cost.</b>			
2.1.a. Submit Budget Change proposal to appropriately staff District Offices.	2004-05	VSD Headquarters-Chief	
2.1.b. Reclassify existing office technician position in San Diego to veteran claims representative 1.	2004-05	VSD Headquarters-Chief	
2.1.c. Reclassify existing VCR II position in San Diego to VCR III	2004-05	VSD Headquarters-Chief	
2.1.d. Coordinate with San Diego Regional Office to expand physical plant for district office.	2004-05	San Diego District Office Manager	
2.1.e. Identify and reclassify a vacant position to VCR II at San Diego, fill the position.	2004-05	VSD Headquarters-Chief San Diego District Office Manager	
2.1.f. Propose budget change to resource veteran claims representative presence at the USDVA Mather satellite office in support of veteran claim adjudication and appeal processes.	2005-06	VSD Headquarters-Chief	
<b>2.2 Maintain a high level of expertise and currency for veteran claim representatives.</b>			
2.2.a. Propose budget changes to resource continuing education needs.	2004-05	VSD Headquarters-Chief	
2.2.b. Conduct a study to identify professional education needs.	2004-05	San Diego District Office Manager	
2.2.c. Develop continuing education program objectives	2004-05	San Diego District Office Manager	
2.2.d. Identify training sources to meet continuing education needs.	2004-05	San Diego District Office Manager	

education needs.			
2.2.e. Implement a continuing education program.	2005-06	San Diego District Office Manager	
<b>2.3 Monitor performance based upon observable standards.</b>			
2.3.a. Identify performance metrics.	2004-05	District Office Managers	
2.3.b. Develop baseline data.	2005-06	District Office Managers	
2.3.c. Perform trend analysis.	2005-06	District Office Managers	
<b>2.4 Match veteran claims representative classification series specifications to actual duties performed.</b>			
2.4.a. Review current specifications	2005-06	VSD Headquarters-Chief/ Personnel Management	
2.4.b. Identify variances to existing workload studies.	2005-06	VSD Headquarters-Chief/ Personnel Management	
2.4.c. Recommend policy and program change to correct class specifications.	2005-06	VSD Headquarters-Chief/ Personnel Management	
2.4.d. Redefine the veteran claims representative series classification specifications to more closely match actual duties.	2005-06	VSD Headquarters-Chief/ Personnel Management	

<b>Strategic Goal 3: <i>Improve processes related to county veteran service office operations.</i></b>			
<b>3.1 Improve communications with CVSO's.</b>			
3.1.a. Meet regularly with CVSO's to discuss issues, current events, and track progress on action items.	2004-05	VSD Headquarters-Chief/ District Office Managers	
3.1.b. Improve electronic communications through use of e-mail updates to all CVSO's including automatic distribution of department and division newsletters.	2004-05	Marketing/ VSD Headquarters-Chief/ District Office Managers	
3.1.c. VSD management participation at CACVSO training conferences.	2004-05	VSD Headquarters-Chief/ District Office Managers	
<b>3.2 Improve processes to support county veteran service office subvention funding.</b>			
3.2.a. Submit a Budget Change Proposal to reestablish subvention audit process and training functions.	2004-05	VSD Headquarters-Chief	
3.2.b. Propose regulatory language to make CVSO funding more equitable.	2004-05	VSD Headquarters-Staff Manager	
3.2.c. Improve internal processes to make CVSO funding distribution more predictable.	2004-05	VSD Headquarters-Staff Manager	
<b>3.3 Reinvigorate accreditation training.</b>			
3.3.a. Conduct study to analyze the effectiveness of current accreditation training.	2004-05	Oakland District Office Manager/CACVSO	
3.3.b. Develop recommendations to improve accreditation training.	2004-05	Oakland District Office Manager/CACVSO	
3.3.c. Identify training sources to meet accreditation training needs.	2004-05	Oakland District Office Manager/CACVSO	
3.3.d. Revise accreditation training program to implement recommendations.	2004-05	Oakland District Office Manager/CACVSO	

<b>3.4 Establish a consistent, high level of expertise and currency for all accredited veteran claim representatives across all county offices.</b>			
3.4.a. Conduct study to identify CVSO professional education needs.	2005-06	Oakland District Office Manager/ CACVSO	
3.4.b. Develop CVSO continuing education program objectives	2005-06	Oakland District Office Manager/ CACVSO	
3.4.c. Identify training sources to meet CVSO continuing education needs	2005-06	Oakland District Office Manager/ CACVSO	
3.4.d. Submit a Budget Change Proposal to increase local assistance specifically targeted at CVSO training efforts.	2004-05	Oakland District Office Manager/ VSD Headquarters-Chief	
3.4.e. Make regulatory changes to clarify the use of VSOF funds for the provision of training.	2004-05	VSD Headquarters-Staff Manager	
<b>3.5 Support the use of state funds in the local agencies by monitoring CVSO performance based upon observable performance standards.</b>			
3.5.a Identify performance metrics.	2004-05	VSD Headquarters-Chief/ CACVSO	
3.5.b Develop baseline data.	2004-05	VSD Headquarters-Chief/ CACVSO	
3.5.c Perform trend analysis.	2004-05	VSD Headquarters-Chief/ CACVSO	
<b>3.6 Improve the sales of veteran license plates.</b>			
3.6.a Develop a marketing plan for veteran specialty plates.	2004-05	Marketing	
3.6.b Pursue changes to DMV website to allow on-line	2004-05	VSD Headquarters-Chief/	

ordering of veteran specialty plates.			
<b>3.7 Establish a common, web based information/data-sharing system across counties.</b>			
3.7.a Research options to establish a common information support system for CVSO's.	2006-07	VSD Headquarters-Chief/ ISD	
3.7.b Develop an implementation plan for a common information system.	2006-07	VSD Headquarters-Chief/ ISD CACVSO	

<b>Strategic Goal 4 : <i>Improve statewide Disabled Veteran Business Enterprise Program participation.</i></b>			
<b>4.1 Increase the pool of certified DVBE.</b>			
4.1.a. Increase program awareness within the senior levels of the administration.	2004-05	CDVA Secretary	
4.1.b. Develop a DVBE specific marketing plan.	2004-05	DVBE Outreach	
4.1.c. Establish a DVBE “branding”.	2004-05	DVBE Outreach	
4.1.d. Conduct outreach and marketing to eligible disabled veterans.	2004-05	DVBE Outreach	
4.1.e. Conduct surveys of new DVBE to determine motivations, source of referral and application process improvements.	2004-05	DVBE Outreach	
4.1.f. Conduct exit surveys of DVBE to determine reasons why businesses are choosing not to stay in the program.	2004-05	DVBE Outreach	
4.1.g. Increase program awareness in veteran related organizations.	2004-05	DVBE Outreach	
<b>4.2 Increase the level of DVBE participation in statewide procurement.</b>			
4.2.a. Increase DVBE participation in CDVA construction projects with a goal of 5% minimum DVBE participation.	2004-05	DVBE Outreach	
4.2.b. Aggressively outreach to contractors to encourage DVBE participation in CDVA construction projects.	2004-05	DVBE Outreach	
4.2.c. Maintain full staffing for DVBE specific positions.	2004-05	DVBE Outreach	
4.2.d. Identify best practices within departments that currently meet DVBE participation goals.	2004-05	DVBE Outreach	
4.2.e. Educate awarding agencies on best practices.	2004-05	DVBE Outreach	



4.2.f. Conduct outreach and training for departments that fail to meet DVBE participation goals.	2004-05	DVBE Outreach	
4.2.g. Identify process barriers to achieving statewide DVBE participation goals.	2004-05	DVBE Outreach	
4.2.h. Recommend program changes to overcome process barriers.	2005-06	DVBE Outreach	

<b>Strategic Goal 5: <i>Become the National Model for State Veteran Cemetery Operations.</i></b>			
<b>5.1 Complete the construction of the Northern California Veterans Cemetery.</b>			
5.1.a. Monitor construction progress to identify construction changes or schedule changes which may affect operations.	2004-05	VSD Headquarters-Chief	
5.1.b. Assist CDVA Capital Development and Construction Division with resolving construction issues that will have an impact on cemetery operations.	2004-05	VSD Headquarters-Chief	
5.1.c. Ensure all necessary equipment is purchased as Type II equipment or otherwise funded by USDVA grant.	2004-05	VSD Headquarters-Chief	
<b>5.2 Initiate operations at the Northern California Veterans Cemetery.</b>			
5.2.a. Submit Budget Change Proposal to fund cemetery positions and operations.	2004-05	VSD Headquarters-Chief	
5.2.b. Develop policies and procedures for cemetery operations.	2004-05	VSD Headquarters-Chief/ Cemetery Manager	
5.2.c. Hire and train cemetery operations staff.	2004-05	VSD Headquarters-Chief/ Cemetery Manager	
5.2.d. Define performance metrics.	2005-06	Cemetery Manager	
5.2.e. Develop baseline performance.	2005-06	Cemetery Manager	
5.2.f. Perform trend analysis.	2007-08	Cemetery Manager	
<b>5.3 Identify additional need for state operated veterans cemeteries.</b>			
5.3.a. Assist the Governor's Commission on State Veterans Cemeteries in its deliberations.	2004-05	VSD Headquarters-Staff Manager	

5.3.b. Initiate action to implement Commission's recommendation, as appropriate.	2005-06	VSD Headquarters-Staff Manager	
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